

VERIZON VERMONT

January 25, 2002

APPENDIX A

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Note: **BOLD** indicates Critical Measure

Table A-1-1: Resale - Mode of Entry Weights

PQ	Pre-Ordering	Weight
1-01	Customer Service Record-EDI	15
1-01	Customer Service Record-CORBA	5
1-01	Customer Service Record -WEB GUI	5
1-02	Due Date Availability-EDI	5
1-02	Due Date Availability-CORBA	2
1-02	Due Date Availability-WEB GUI	2
1-03	Address Validation-EDI	5
1-03	Address Valaidation-CORBA	2
1-03	Address Validation-WEB-GUI	2
1-04	Product and Service Availability-EDI	5
1-04	Product and Service Availability-CORBA	2
1-04	Product and Service Availability-WEB GUI	2
1-05	Telephone Number Availability and Reservation-EDI	5
1-05	Telephone Number Availability and Reservation-CORBA	2
1-05	Telephone Number Availability and Reservation-WEB GUI	2
2-02	OSS System Availability – Prime-EDI	20
2-02	OSS System Availability-Prime-CORBA	10
2-02	OSS System Availability-Prime-WEB GUI	10
3-02	% Answered within 30 Seconds – Ordering	10
3-04	% Answered within 30 Seconds – Repair	10
QR	Ordering	
1-02	% On Time LSRC - Flow Through - POTS	20
1-04	% OT LSRC/ASRC – No Facility Check (Elec.- No Flow Through) – POTS	5
1-04	% OT LSRC/ASRC – No Facility Check (Elec.- No Flow Through) – Specials	5
1-06	% On Time LSRC/ASRC – Facility Check (Electronic) – POTS	5
1-06	% On Time LSRC/ASRC – Facility Check (Electronic) – Specials	5
2-02	% On Time LSR Reject - Flow Through – POTS	15
2-04	% OT LSR/ASR Reject – No Facility Check (Elec.-No Flow Through)-POTS	5
2-04	% OT LSR/ASR Reject – No Facility Check (Elec.-No Flow Through)-Specials	5
2-06	% On Time LSR/ASR Reject – Facility Check (Electronic) – POTS	5
2-06	% On Time LSR/ASR Reject – Facility Check (Electronic) – Specials	5
4-09	% SOP to Bill Completion Notice Sent Within 3 Business Days	15
5-03	% Flow Through Achieved – POTS and Specials	20
PR	Provisioning	
3-08	% Completed w/in 5 Days (1-5 lines - No Dispatch) – POTS	10
3-09	% Completed w/n 5 Days (1-5 lines - Dispatch) – POTS	5
4-01	% Missed Appointment - VZ- Total – Specials	10
4-02	Average Delay Days - Total – POTS	10
4-02	Average Delay Days - Total – Specials	10
4-04	% Missed Appointment - -VZ - Dispatch – POTS	10
4-05	% Missed Appointment- -VZ- No Dispatch - POTS	20
5-01	% Missed Appointment - Facilities – POTS	10
5-01	% Missed Appointment - Facilities – Specials	10
5-02	% Orders Held for Facilities > 15 days – POTS	5
5-02	% Orders Held for Facilities > 15 days – Specials	5
6-01	% Installation Troubles within 30 days – POTS	15
6-01	% Installation Troubles within 30 days – Specials	15
8-01	% Open Orders on Hold Status > 30 days – POTS	5
8-01	% Open Orders on Hold Status > 30 days – Specials	5
8-02	% Open Orders on Hold Status > 90 days – POTS	5
8-02	% Open Orders on Hold Status > 90 days – Specials	5

<u>MR</u>	Maintenance & Repair	
1-01	Average Response Time - Create Trouble	5
1-03	Average Response Time - Modify Trouble	5
1-04	Average Response Time - Request Cancellation of Trouble	5
1-06	Average Response Time - Test Trouble (POTS only)	5
2-01	Network Trouble Report Rate – Specials	10
2-02	Network Trouble Report Rate - Loop (POTS)	10
3-01	% Missed Repair Appointments – Loop	20
3-02	% Missed Repair Appointments - Central Office	5
4-01	Mean Time to Repair – Specials	20
4-02	Mean Time to Repair - Loop Trouble	15
4-03	Mean Time to Repair - CO Trouble	5
4-08	% Out of Service > 24 Hours – POTS	20
4-08	% Out of Service > 24 Hours – Specials	10
5-01	% Repeat Reports w/in 30 days - POTS	15
5-01	% Repeat Reports w/in 30 days - Specials	15
<u>BI</u>	Billing	
1-02	% DUF in 4 Business Days	10
		561

Table A-1-2: Unbundled Network Elements - Mode of Entry Weights

PQ	Pre-Ordering	Weight
1-01	Customer Service Record-EDI	15
1-01	Customer Service Record-CORBA	5
1-01	Customer Service Record-WEB GUI	5
1-02	Due Date Availability-EDI	5
1-02	Due Data Availability-CORBA	2
1-02	Due Data Availability-WEB GUI	2
1-03	Address Validation-EDI	5
1-03	Address Validation-CORBA	2
1-03	Address Validation-WEB GUI	2
1-04	Product and Service Availability-EDI	5
1-04	Product and Service Availability-CORBA	2
1-04	Product and Service Availability-WEB GUI	2
1-05	Telephone Number Availability and Reservation-EDI	5
1-05	Telephone Number Availability and Reservation-CORBA	2
1-05	Telephone Number Availability and Reservation-WEB GUI	2
2-02	OSS Interface Availability – Prime-EDI	20
2-02	OSS System Availability-Prime-CORBA	10
2-02	OSS System Availability-Prime-WEB GUI	10
3-02	% Answered within 30 Seconds – Ordering	10
3-04	% Answered within 30 Seconds – Repair	10
OR	Ordering	
1-02	% On Time LSRC - Flow Through - POTS	20
1-04	% OT LSRC/ASRC – No Facility Check (Elec.-No Flow Through)-POTS	5
1-04	% OT LSRC/ASRC – No Facility Check (Elec.-No Flow Through)-Specials	5
1-06	% On Time LSRC/ASRC – Facility Check (Electronic) – POTS	5
1-06	% On Time LSRC/ASRC – Facility Check (Electronic) – Specials	5
2-02	% On Time LSR Reject – Flow Through – POTS	15
2-04	% OT LSR/ASR Reject – No Facility Check (Elec.-No Flow Through)-POTS	5
2-04	% OT LSR/ASR Reject – No Facility Check (Elec.-No Flow Through)-Specials	5
2-06	% On Time LSR/ASR Reject – Facility Check (Electronic) – POTS	10
2-06	% On Time LSR/ASR Reject – Facility Check (Electronic) – Specials	5
4-09	% SOP to Bill Completion Sent Within 3 Business Days	15
5-03	% Flow Through – Achieved -POTS & Specials	20
PR	Provisioning	
3-08	% Completed w/in 5 Days (1-5 lines-No Dispatch)-UNE-P/Other	10
3-09	% Completed w/in 5 Days (1-5 lines-Dispatch)-UNE-P/Other	5
4-01	% Missed Appointment - VZ – Total – Specials	10
4-01	% Missed Appointment - VZ – Total – EEL	10
4-01	% Missed Appointment - VZ - Total – IOF	10
4-02	Average Delay Days - Total – POTS	10
4-02	Average Delay Days - Total – Specials	10
4-04	% Missed Appointment - VZ – Dispatch – Platform	10
4-04	% Missed Appointment - VZ– Dispatch - New Loop	10
4-05	% Missed AppointmentVZ - No Dispatch - Platform	20
5-01	% Missed Appointment - Facilities – POTS	10
5-01	% Missed Appointment - Facilities – Specials	10
5-02	% Orders Held for Facilities > 15 days – POTS	5
5-02	% Orders Held for Facilities > 15 days – Specials	5
6-01	% Installation Troubles within 30 days - POTS Other	15
6-01	% Installation Troubles within 30 days – Specials	15
6-02	% Installation Troubles within 7 days – Hot Cut Loops	15
8-01	% Open Orders on Hold Status > 30 days – POTS	5
8-01	% Open Orders on Hold Status > 30 days – Specials	5
8-02	% Open Orders on Hold Status > 90 days – POTS	5
8-02	% Open Orders on Hold Status > 90 days – Specials	5
9-01	% On Time Performance-Hot Cut	20

<u>MR</u>	Maintenance & Repair	
1-01	Average Response Time - Create Trouble	5
1-03	Average Response Time - Modify Trouble	5
1-04	Average Response Time - Request Cancellation of Trouble	5
1-06	Average Response Time - Test Trouble (POTS only)	5
2-01	Network Trouble Report Rate – Specials	10
2-02	Network Trouble Report Rate - Loop (POTS)	10
3-01	% Missed Repair Appointments – Loop	20
3-02	% Missed Repair Appointments - Central Office	5
4-01	Mean Time to Repair – Specials	20
4-02	Mean Time to Repair - Loop Trouble	15
4-03	Mean Time to Repair - CO Trouble	5
4-08	% Out of Service > 24 Hours – POTS	20
4-08	% Out of Service > 24 Hours – Specials	10
5-01	% Repeat Reports w/in 30 days - POTS	15
5-01	% Repeat Reports w/in 30 days - Specials	15
<u>BI</u>	Billing	
1-0-2	% DUF in 4 Business Days	10
		626

Table A-1-3: Interconnection - Mode of Entry Weights

<u>OR-</u>	Ordering	Weight
1-12	% On Time Firm Order Confirmations	15
1-13	% On Time Design Layout Record	10
2-12	% On Time Trunk ASR Reject	10
<u>PR-</u>	Provisioning	
4-01	% Missed Appointment - VZ – Total	20
4-02	Average Delay Days – Total	10
4-07	% On Time Performance - LPN only	20
5-01	% Missed Appointment – Facilities	10
5-02	% Orders Held for Facilities > 15 Days	10
6-01	% Installation Troubles w/in 30 Days	15
<u>MR-</u>	Maintenance & Repair	
4-01	Mean Time to Repair – Total	20
5-01	% Repeat Reports w/in 30 Days	10
<u>NP-</u>	Network Performance	
1-03	# of Final Trunk Groups Blocked 2 Months	20
1-04	# of Final Trunk Groups Blocked 3 Months	
		170

Table A-1-4: DSL - Mode of Entry Weights

PO	Pre-Ordering	Weight
1-06	Facility Available/Loop Qualification-EDI	5
1-06	Facility Available/Loop Qualification-WEB GUI	5
8-01	Average Response Time – Manual Loop Qualification	5
8-02	Average Response Time – Engineering Record Response	5
OR	Ordering	
1-04	% OT LSRC/ASRC – No Facility Check (Elec.-No Flow Through) - 2 Wire Digital	2
1-04	% OT LSRC/ASRC – No Facility Check (Elec.-No Flow Through) - 2 Wire xDSL	10
1-04	% OT LSRC/ASRC – No Facility Check (Elec.-No Flow Through) – Line Share	10
1-06	% On Time LSRC/ASRC – Facility Check (Electronic) – 2 Wire Digital	2
1-06	% On Time LSRC/ASRC – Facility Check (Electronic) – 2 Wire xDSL	5
1-06	% On Time LSRC/ASRC – Facility Check (Electronic) – Line Share	5
2-04	% OT LSR/ASR Reject – No Facility Check (Elec.-No Flow Through)- 2 Wire Digital	2
2-04	% OT LSR/ASR Reject – No Facility Check (Elec.-No Flow Through)- 2 Wire xDSL	10
2-04	% OT LSR/ASR Reject – No Facility Check (Elec.-No Flow Through)- Line Share	10
2-06	% On Time LSR/ASR Reject – Facility Check (Electronic) – 2 Wire Digital	2
2-06	% On Time LSR/ASR Reject – Facility Check (Electronic) – 2 Wire xDSL	5
2-06	% On Time LSR/ASR Reject – Facility Check (Electronic) – Line Share	5
PR	Provisioning	
3-03	% Completed w/in 3 Days (1-5 lines-Total)-Line Share	10
3-10	% Completed w/in 6 Days (1-5 lines-Total)-2Wire xDSL	10
4-02	Average Delay Days - Total – 2 Wire Digital	2
4-02	Average Delay Days - Total – 2 Wire xDSL	10
4-02	Average Delay Days - Total – Line Share	10
4-04	% Missed Appointment - VZ – Dispatch – 2 Wire Digital	2
4-04	% Missed Appointment - VZ – Dispatch – 2 Wire xDSL	20
4-04	% Missed Appointment - VZ – Dispatch - Line Share	5
4-05	% Missed Appointment - VZ – No Dispatch - Line Share	20
6-01	% Installation Troubles within 30 days - 2 Wire Digital	2
6-01	% Installation Troubles within 30 days – 2 Wire xDSL	10
6-01	% Installation Troubles within 30 days – Line Share	10
MR	Maintenance & Repair	
2-02	Network Trouble Report Rate –Loop - 2 Wire Digital	2
2-02	Network Trouble Report Rate - Loop – 2 Wire xDSL	5
2-02	Network Trouble Report Rate - Loop – Line Share	5
2-03	Network Trouble Report Rate - CO - 2 Wire Digital	2
2-03	Network Trouble Report Rate - CO – 2 Wire xDSL	5
2-03	Network Trouble Report Rate - CO – Line Share	5
3-01	% Missed Repair Appointments - 2 Wire Digital	2
3-01	% Missed Repair Appointments – 2 Wire xDSL	20
3-01	% Missed Repair Appointments – Line Share	20
3-02	% Missed Repair Appointments - Central Office - 2 Wire Digital	2
3-02	% Missed Repair Appointments - Central Office – 2 Wire xDSL	10
3-02	% Missed Repair Appointments - Central Office – Line Share	10
4-02	Mean Time to Repair - Loop Trouble - 2 Wire Digital	2
4-02	Mean Time to Repair - Loop Trouble – 2 Wire xDSL	20
4-02	Mean Time to Repair - Loop Trouble – Line Share	20
4-03	Mean Time to Repair - CO Trouble - 2 Wire Digital	2
4-03	Mean Time to Repair - CO Trouble – 2 Wire xDSL	10
4-03	Mean Time to Repair - CO Trouble – Line Share	10
5-01	% Repeat Reports w/in 30 days - 2 Wire Digital	2
5-01	% Repeat Reports w/in 30 days – 2 Wire xDSL	10
5-01	% Repeat Reports w/in 30 days – Line Share	10
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2. Mode of Entry: Dollars At Risk – \$3,146,000

	Resale	UNE	DSL	Trunks
Monthly	\$34,956	\$157,300	\$34,956	\$34,956
Annual	\$419,467	\$1,887,600	\$419,467	\$419,467

3. Minimum and Maximum Bill Credit Tables:

Table A-3-1: Resale

Table A-3-2: Unbundled Network Elements

Table A-3-3: Interconnection Trunks

Table A-3-4: DSL

Table A-3-1: Resale

- Maximum of \$ 419,467 per year
- Maximum Credit Performance Score “X” = -0.67000
- Minimum threshold = -0.17029
- Mid-point between minimum and maximum = -0.42015

Score Range		Monthly Dollars:	
<	And ≥		
	-0.17029	\$0	
-0.17029	-0.19659	\$6,991	
-0.19659	-0.22289	\$8,463	
-0.22289	-0.24919	\$9,935	
-0.24919	-0.27549	\$11,407	
-0.27549	-0.30179	\$12,878	
-0.30179	-0.32809	\$14,350	
-0.32809	-0.35439	\$15,822	
-0.35439	-0.38069	\$17,294	
-0.38069	-0.40699	\$18,766	
-0.40699	-0.43330	\$20,237	
-0.43330	-0.45960	\$21,709	
-0.45960	-0.48590	\$23,181	
-0.48590	-0.51220	\$24,653	
-0.51220	-0.53850	\$26,125	
-0.53850	-0.56480	\$27,596	
-0.56480	-0.59110	\$29,068	
-0.59110	-0.61740	\$30,540	
-0.61740	-0.64370	\$32,012	
-0.64370	-0.67000	\$33,484	
-0.67000		\$34,956	

Table A-3-2: Unbundled Network Elements

Maximum of \$ 1,887,600 per year

- Maximum Credit Performance Score “X” = -0.6700
- Minimum threshold = -0.17685
- Mid-point between minimum and maximum = -0.42343

Score Range		Monthly Dollars:	
<	And ≥		
	-0.17685	\$0	
-0.17685	-0.20281	\$31,460	
-0.20281	-0.22876	\$38,083	
-0.22876	-0.25472	\$44,706	
-0.25472	-0.28067	\$51,329	
-0.28067	-0.30663	\$57,953	
-0.30663	-0.33258	\$64,576	
-0.33258	-0.35854	\$71,199	
-0.35854	-0.38449	\$77,822	
-0.38449	-0.41045	\$84,445	
-0.41045	-0.43640	\$91,068	
-0.43640	-0.46236	\$97,692	
-0.46236	-0.48831	\$104,315	
-0.48831	-0.51427	\$110,938	
-0.51427	-0.54022	\$117,561	
-0.54022	-0.56618	\$124,184	
-0.56618	-0.59213	\$130,807	
-0.59213	-0.61809	\$137,431	
-0.61809	-0.64404	\$144,054	
-0.64404	-0.67000	\$150,677	
-0.67000		\$157,300	

Table A-3-3: Interconnection Trunks

Maximum of \$ 419,467 per year

- Maximum Credit Performance Score “X” = -1.00000
- Minimum threshold = -0.31909
- Mid-point between minimum and maximum = -0.65955

Score Range		Monthly Dollars:	
<	And ≥		
	-0.31909	\$0	
-0.31909	-0.37147	\$6,991	
-0.37147	-0.42385	\$9,142	
-0.42385	-0.47622	\$11,293	
-0.47622	-0.52860	\$13,444	
-0.52860	-0.58098	\$15,596	
-0.58098	-0.63336	\$17,747	
-0.63336	-0.68573	\$19,898	
-0.68573	-0.73811	\$22,049	
-0.73811	-0.79049	\$24,200	
-0.79049	-0.84287	\$26,351	
-0.84287	-0.89524	\$28,502	
-0.89524	-0.94762	\$30,653	
-0.94762	-1.00000	\$32,804	
-0.94762		\$34,956	

Table A-3-4: DSL

Maximum of \$ 419,467 per year

- Maximum Credit Performance Score “X” = -0.67000
- Minimum threshold = -0.19705
- Mid-point between minimum and maximum = -0.4335

Score Range		Monthly Dollars:	
<	And ≥		
	-0.19705	\$0	
-0.19705	-0.22194	\$6,991	
-0.22194	-0.24683	\$8,463	
-0.24683	-0.27173	\$9,935	
-0.27173	-0.29662	\$11,407	
-0.29662	-0.32151	\$12,878	
-0.32151	-0.34640	\$14,350	
-0.34640	-0.37129	\$15,822	
-0.37129	-0.39619	\$17,294	
-0.39619	-0.42108	\$18,766	
-0.42108	-0.44597	\$20,237	
-0.44597	-0.47086	\$21,709	
-0.47086	-0.49576	\$23,181	
-0.49576	-0.52065	\$24,653	
-0.52065	-0.54554	\$26,125	
-0.54554	-0.57043	\$27,596	
-0.57043	-0.59532	\$29,068	
-0.59532	-0.62022	\$30,540	
-0.62022	-0.64511	\$32,012	
-0.64511	-0.67000	\$33,484	
-0.67000		\$34,956	

APPENDIX B

January 25, 2002

Table B 1: Critical Measures:

CR		Verizon	Resale	UNE	Trunks	Collocation	DSL	Total
#	Metric	CRITICAL MEASURES	\$	\$	\$	\$	\$	\$
		PRE-ORDERING						
1		OSS Interface	9,451	21,002			16,876	47,329
	PO-1-01	Customer Service Record - EDI	2,181	4,847				
	PO-1-01	Customer Service Record - CORBA	727	1,616				
	PO-1-01	Customer Service Record - WEB GUI	727	1,616				
	PO-1-06	Facility Availability (Loop Qualification) - EDI					8,438	
	PO-1-06	Facility Availability (Loop Qualification) - WEB GUI					8,438	
	PO-2-02	OSS Interface Availability - Prime - EDI	2,908	6,462				
	PO-2-02	OSS Interface Availability - Prime - CORBA	1,454	3,231				
	PO-2-02	OSS Interface Availability - Prime - WEB GUI	1,454	3,231				
		ORDERING						
2		% On Time Ordering Notification	9,451	21,002			16,876	47,329
	OR-1-02	% On Time LSRC - Flow Through - POTS - 2hrs	2,700	6,001				
	OR-1-04	% OT LSRC/ASRC No Facility Check (Elec.-No Flow Through)-POTS	675	1,500				
	OR-1-04	% On Time LSRC/ASRC No Facility Check (E) - 2Wire xDSL					4,219	
	OR-1-04	% On Time LSRC/ASRC No Facility Check (E) - DSL Line Share					4,219	
	OR-1-06	% OT LSRC/ASRC Facility Check >=10 Lines (Electronic) – POTS	675	1,500				
	OR-2-02	% On Time LSR Reject - Flow Through - POTS	2,025	4,500				
	OR-2-04	% OT LSR/ASR Reject No Facility Check (Elec.-No Flow Through)-POTS	675	1,500				
	OR-2-04	% OT LSR/ASR Reject No Facility Check (E) - 2Wire xDSL					4,219	
	OR-2-04	% OT LSR/ASR Reject No Facility Check (E) - DSL Line Share					4,219	
	OR-2-06	% On Time LSR/ASR Reject Facility Check (Elec.) – POTS	675	1,500				
	OR-4-09	% SOP to Bill Completion Sent w/in 3 Bus. Days	2,025	4,500				
		PROVISIONING						
3		% Completed					16,876	16,876
	PR-3-07	% Comp. w/in 4 Days (1-5 lines) Tot.- Line Share					8,438	
	PR-3-10	% Comp. w/in 6 Days (1-5 lines) Tot.- 2Wire xDSL					8,438	
4a	PR-4-01	% Missed Appointment - VZ - Total - EEL		21,002				21,002
4b		% Missed Appointment	9,451	21,002	23,627		16,876	70,956
	PR-4-01	% Missed Appointment - VZ - Total - Specials	2,363	10,501				
	PR-4-01	% Missed Appointment - VZ - Total - Trunks			23,627			
	PR-4-02	Average Delay Days - Total - 2Wire xDSL					2,411	
	PR-4-02	Average Delay Days - Total - DSL Line Share					2,411	
	PR-4-04	% Missed Appointment - VZ - Total - Dispatch - POTS	2,363					
	PR-4-04	% Missed Appt. - VZ - Total - Dispatch - New Loops		10,501				
	PR-4-04	% Missed Appointment- Dispatch - 2Wire xDSL					4,822	
	PR-4-05	% Missed Appt. - VZ - Total - No Dispatch - POTS	4,725					
	PR-4-05	% Missed Appt. - No Disp. - DSL Line Share					4,822	
	PR-6-01	% Installation Troubles w/in 30 Days - 2Wire xDSL					2,411	
5	PR-4-05	% Missed Appt. - VZ - No Disp.- Platform		21,002				21,002
6		Hot Cut Performance		42,004				42,004
	PR-9-01	% OT - Hot Cut (adj. for missed appts. due to late LSRC)						
	PR-6-02	% Troubles within 7 Days - Hot Cut						
7	PR-4-07	% On Time Performance - UNE LNP			23,627			23,627

CR		Verizon	Resale	UNE	Trunks	Collocation	DSL	Total
#	Metric	CRITICAL MEASURES	\$	\$	\$	\$	\$	\$
		MAINTENANCE						
8		Missed Repair Appts.					16,876	16,876
	MR-3-01	% Missed Repair Appt. (Loop) - 2Wire xDSL					6,751	
	MR-3-01	% Missed Repair Appt. (Loop) - DSL Line Share					6,751	
	MR-3-02	% Missed Repair Appt. (CO) - DSL Line Share					3,375	
9		Mean Time To Repair	9,451	21,002	23,627		16,876	70,956
	MR-4-01	Mean Time To Repair – Specials	3,150	7,001				
	MR-4-01	Mean Time To Repair – Trunks			23,627			
	MR-4-02	Mean Time To Repair - Loop – 2Wire xDSL					6,751	
	MR-4-02	Mean Time To Repair - Loop – Line Share					6,751	
	MR-4-02	Mean Time To Repair - Loop Trouble	2,363	5,250				
	MR-4-03	Mean Time To Repair - Central Office	788	1,750				
	MR-4-03	Mean Time To Repair - CO - 2Wire xDSL					3,375	
	MR-4-08	% Out Of Service > 24 Hours - POTS	3,150	7,001				
10		% Repeat Reports within 30 Days	9,451	21,002			16,876	47,329
	MR-5-01	% Repeat Reports w/in 30 Days - POTS	4,725	10,501				
	MR-5-01	% Repeat Reports w/in 30 Days - Specials	4,725	185,185				
	MR-5-01	% Repeat Reports w/in 30 Days - Total - 2Wire xDSL					8,438	
	MR-5-01	% Repeat Reports w/in 30 Days - Tot. - DSL Line Share					8,438	
		NETWORK PERFORMANCE						
11		Final Trunk Groups Blocked			23,627			23,627
	NP-1-03	Blocked 2 months			7,876			
	NP-1-04	Blocked 3 months			15,751			
12		Collocation				23,627		23,627
	NP-2-01/2	% On Time Response to Request for Collocation				3,607		
	NP-2-05/6	% On Time – Collocation				18,036		
	NP-2-07/8	Average Delay Days				1,984		
		Total Dollars at Risk - Monthly	47,254	189,017	94,508	23,627	118,135	472,542
		Total Dollars at Risk - Annually	567,050	2,268,200	1,134,100	283,525	1,417,625	5,670,500

All bill credits in this section are at risk each month. Any bill credits assigned to a submetric that has no activity or is under development will be divided proportionately among the submetrics in the respective critical measures.

Table B-2: Collocation – Critical Measure #12 Allocation Weights

NP-	Network Performance	Weight
2-01	% OT Response to Request for Physical Collocation-New	10
2-01	% OT Response to Request for Physical Collocation-Augment	10
2-02	% OT Response to Request for Virtual Collocation-New	10
2-02	% OT Response to Request for Virtual Collocation-Augment	10
2-05	% On Time – Physical Location-New	20
2-05	% On Time – Physical Location-Augment	20
2-06	% On Time – Virtual Location-New	20
2-06	% On Time – Virtual Location-Augment	20
2-07	Average Delay Days – Physical –New	20
2-07	Average Delay Days – Physical –Augment	20
2-08	Average Delay Days – Virtual-New	20

2-08

Average Delay Days – Virtual-Augment

20
200

APPENDIX C

January 25, 2002

Performance Scores for Measures with Absolute Standards:

Metric #'s	Measure	0	-1	-2
PO-1 and MR-1 ¹	OSS Response Time Measures Excluding WEB GUI	≤ 4 second difference	> 4 and ≤ 6 second difference	> 6 second difference
PO-1. ²	OSS Response Time Measures for WEB GUI	≤ 7 second difference	> 7 and ≤ 9 second difference	> 9 second difference
PO-2-02	OSS System Availability – Prime	≥ 99.5%	≥ 98 and < 99.5%	< 98%
See Table ³	Metrics with 95% standards	≥ 95%	≥ 90 and < 95%	< 90%
PO-3	% Answered within 30 Seconds – Ordering & Repair	≥ 80%	≥ 75 and < 80%	< 75%
OR-5-03	% Flow Through Achieved	≥ 90%	≥ 85 and < 90%	< 85%
PR-4-04	% Missed Appointment - VZ – Dispatch – 2 Wire xDSL	≤ 5%	> 5% and ≤ 10%	> 10%
PR-6-02	Installation Troubles within 7 Days - Hot Cuts	≤ 2%	> 2% and ≤ 3%	> 3%
NP-2-07 NP-2-08	Collocation – Average Delay Days New	≤ 6 Days	> 6 and ≤ 15 Days	> 15 Days
NP-2-07 NP-2-08	Collocation – Average Delay Days - Augment	≤ 3.5 Days	> 3.5 and ≤ 12.5 Days	> 12.5 Days
NP-1-03 NP-1-04	# of Final Trunk Groups Blocked for 2 and 3 Months	Final Interconnection Trunks meeting or exceeding blocking standard for one month	Any individual Final Interconnection Trunk group exceeding blocking standard for 2	Any individual Final Interconnection Trunk group exceeding blocking standard for

¹ Includes PO-1-01, PO-1-02, PO-1-03, PO-1-04, PO-1-05, PO-1-06, MR-1-01, MR-1-03, MR-1-04 and MR-1-06 for EDI and CORBA interfaces

² Includes PO-1-01, PO-1-02, PO-1-03, PO-1-04, PO-1-05, PO-1-06 for the WEB GUI interface

³ The list of Metrics with a 95% Standard appears on the following table.

PR-6-02	% Installation Troubles reported within 7 Days – Hot Cut loop	≤ 2%	months in a row <div>> 2 and ≤ 3%</div>	3 months in a row <div>> 3%</div>	

Example: If Verizon VT were to perform at 97.0% for PO-2-02- OSS System Availability – Prime, in a month, then the performance score would be –2 for that measure.

Table C-1-1: Performance Metrics with 95% Performance Standard:

<u>PO</u>	Pre-Ordering
8-01	Average Response Time - Manual Loop Qualification
8-02	Average Response Time - Engineering Record Response
<u>OR</u>	Ordering
1-02	% On Time LSRC - Flow Through - POTS – 2hrs
1-04	% OT LSRC/ASRC No Facilities Check (Elec.-No Flow Through) - POTS
1-04	% OT LSRC/ASRC No Facilities Check (Elec.-No Flow Through) - Specials
1-04	% OT LSRC/ASRC No Facilities Check (Elec.-No Flow Through) - 2 Wire Digital
1-04	% OT LSRC/ASRC No Facilities Check (Elec.-No Flow Through) - 2 Wire xDSL
1-04	% OT LSRC/ASRC No Facilities Check (Elec.-No Flow Through) - Line Share
1-06	% On Time LSRC/ASRC Facilities Check (Electronic) — POTS
1-06	% On Time LSRC/ASRC Facilities Check (Electronic) – Specials
1-06	% On Time LSRC/ASRC Facilities Check (Electronic) – 2 Wire Digital
1-06	% On Time LSRC/ASRC Facilities Check (Electronic) - 2 Wire xDSL
1-06	% On Time LSRC/ASRC Facilities Check (Electronic) - Line Share
1-12	% On Time Firm Order Confirmations
1-13	% On Time Design Layout Record
2-02	% On Time LSR Reject - Flow Through - POTS
2-04	% OT LSR/ASR Reject No Facilities Check (Elec.-No Flow Through) - POTS
2-04	% OT LSR/ASR Reject No Facilities Check (Elec.-No Flow Through) - Specials
2-04	% OT LSR/ASR Reject No Facilities Check (Elec.-No Flow Through) - 2 Wire Digital
2-04	% OT LSR/ASR Reject No Facilities Check (Elec.-No Flow Through) - 2 Wire xDSL
2-04	% OT LSR/ASR Reject No Facilities Check (Elec.-No Flow Through) - Line Share
2-06	% On Time LSR/ASR Reject Facilities Check (Electronic) – POTS
2-06	% On Time LSR/ASR Reject Facilities Check (Electronic) – Specials
2-06	% On Time LSR/ASR Reject Facilities Check (Electronic) - 2 Wire Digital
2-06	% On Time LSR/ASR Reject Facilities Check (Electronic) - 2 Wire xDSL
2-06	% On Time LSR/ASR Reject Facilities Check (Electronic) - Line Share
2-12	% On Time Trunk ASR Reject
4-09	% SOP to Bill Completion Notice Sent Within 3 Business Days
<u>PR</u>	Provisioning
3-03	% Completed within 3 Days (1-5 lines) - Total - Line Share
3-10	% Completed within 6 Days (1-5 lines) Total - 2 Wire xDSL
4-07	% On Time Performance - LNP only
6-02	% Installation Troubles Within 7 Days - Hot Cut
9-01	% On Time Performance - Hot Cut
<u>BI</u>	Billing
1-02-	% DUF in 4 Business Days
<u>NP</u>	Network Performance
2-01	% OT Response to Request for Physical Collocation - New
2-01	% OT Response to Request for Physical Collocation - Augment

2-02	% OT Response to Request for Virtual Collocation - New
2-02	% OT Response to Request for Virtual Collocation - Augment
2-05	% On Time - Physical Location - New
2-05	% On Time - Physical Location - Augment
2-06	% On Time - Virtual Location - New
2-06	% On Time - Virtual Location - Augment

**Table C-1-2: Allowable Misses for Small Sample Sizes for
Counted Variable Performance Measures with Absolute Standards on a CLEC Aggregate
Basis Only**

A. Allowable Misses:

- If less than 20 items, find volume of items measured in Sample Size Column.
- If the number of misses falls under the Zero weight column, then the performance measure is given a weight of zero and not counted towards the total performance score.
- If the number of misses falls in the “0” column, a performance score of 0 is given the performance metric.
- If the number of misses falls into the “-1” column, the performance score for the metric I -1.
- If the number of misses falls into the -2 column, the performance score is -2.
- “NA” is not applicable

95% Standard:

Sample Size	Zero Weight	0	-1	-2
1	1	0	NA	NA
2	1	0	2	NA
3	1	0	2	3
4	1	0	2	3+
5	1	0	2	3+
6	1	0	2	3+
7	1	0	2	3+
8	1	0	2	3+
9	1	0	2	3+
10	1	0	2	3+
11	1	0	2	3+
12	1	0	2	3+
13	1	0	2	3+
14	1	0	2	3+
15	1	0	2	3+
16	1	0	2	3+
17	1	0	2	3+
18	1	0	2	3+
19	1	0	2	3+
20	NA	≤ 1	2	3+

90% Standard:

Sample Size	Zero Weight	0	-1	-2
1	1	0	NA	NA
2	1	0	2	NA
3	1	0	2	3
4	1	0	2	3+
5	1	0	2	3+
6	1	0	2	3+
7	1	0	2	3+
8	1	0	2	3+
9	1	0	2	3+
10	NA	≤ 1	2	3+

B. CLEC Exception Process

Each month each CLEC will have the right to challenge the allowable misses or exclusions that Verizon VT may exercise pursuant to the small sample size table for performance measures with absolute standards. If a CLEC exercises this right, it must file a petition with the Commission demonstrating that the exclusion will have a significant impact on the operations of the CLEC's business and that Verizon VT should not be allowed to exclude the event pursuant to the above table. Verizon VT will have a right to respond to any such challenge by the CLEC. The Timeline for CLEC Exceptions will be the same as the Timeline for Verizon VT Exceptions under the small sample size section in Appendix D. If a CLEC's Exception Petition is granted, the appropriate bill credits will be reflected on the CLEC's bill as soon as is practical.

APPENDIX D

January 25, 2002

STATISTICAL ANALYSIS

A. Statistical Methodologies:

The Performance Assurance Plan uses statistical methodologies as one means to determine if “parity” exists, or if the wholesale service performance for CLECs is equivalent to the performance for Verizon VT. For performance measures where “parity” is the standard and sufficient sample size exists, Verizon VT will use the “modified Z statistic” proposed by a number of CLECs who are members of the Local Competitors User Group (“LCUG”). A Z or t score of below -1.645 provides a 95% confidence level that the variables are different, or that they come from different processes. The specific formulas are as follows:

Sample Sizes	Means:	Proportions:	Rates:
	Modified t	Modified t	Modified Z
“Large samples”	$t = \frac{\bar{X}_{clec} - \bar{X}_{vz}}{\sqrt{s_{vz}^2 \left(\frac{1}{n_{vz}} + \frac{1}{n_{clec}} \right)}}$	$t = \frac{p_{clec} - p_{vz}}{\sqrt{p_{vz}(1-p_{vz}) \left(\frac{1}{n_{vz}} + \frac{1}{n_{clec}} \right)}}$	$Z = \frac{r_{clec} - r_{vz}}{\sqrt{r_{vz} \left(\frac{1}{b_{vz}} + \frac{1}{b_{clec}} \right)}}$
“Small samples”	Permutation testing	Fisher’s exact test	Binomial exact test

Note: If the metric is one where a higher mean or higher percentage signifies better performance, the proportions (counted variables) or means (measured variables) in the numerator of the statistical formulas should be reversed

Definitions:

\bar{X}_i is the sample mean where $i = CLEC, VZ$.

p_i is the sample proportion where $0.000 < p_i < 1.000$ and where $i = CLEC, VZ$.

r_i is the sample rate where $i = CLEC, VZ$.

s_{vz}^2 is the sample VZ variance.

n_i is the number of transactions where $i = CLEC, VZ$.

n is the total number of transactions ($\sum_i n_i$).

b_i is the number of base elements where $i = CLEC, VZ$.

b is the total number of base elements ($\sum_1^i b_i$).

q_{vz} is the relative proportion of base elements such that $q_{vz} = \frac{b_{vz}}{b}$.

B. Procedures for testing differences between CLEC and Verizon performance

1. If the CLEC performance is better than or equal to the Verizon performance, no testing will be done.
2. If the CLEC performance is worse than the Verizon performance,
 - a. For means: If $n_i \geq 30$, the modified t-test will be used. If $n_i < 30$, the modified t-test will be used until permutation testing can be done in an automated fashion.
 - b. For proportions: If $n_i p_i (1 - p_i) \geq 5$, the modified t-test will be used. Otherwise Fisher's exact test will be used.
 - c. For rates: Until the binomial test can be run for all samples in an automated fashion, the following sample size condition will apply: If $n q_{vz} (1 - q_{vz}) \geq 5$, the modified Z-test described above will be used. Otherwise, the binomial test (non-automated) will be used.

1.

C. Verizon Exceptions Process:

1. A key frailty of using statistics to evaluate parity is that a key assumption about the data, necessary to use statistics, is faulty. As noted, one such assumption is that the data is independent. Events included in the performance measures of provisioning and maintenance of telecommunication services are not independent. The lack of independence is referred to as "clustering" of data. Clustering occurs when individual items (orders, troubles, *etc.*) are clustered together as one single event. This being the case, Verizon VT will have the right to file

an exception to the performance scores in the Performance Assurance Plan if the following events occur:

- a. **Event Driven Clustering: Cable Failure:** If a significant proportion (more than 30%) of a CLEC's troubles are in a single cable failure, Verizon VT may provide data demonstrating that all troubles within that failure, including Verizon VT troubles were resolved in an equivalent manner. Verizon VT also will provide the repair performance data with that cable failure performance excluded from the overall performance for both the CLEC and Verizon VT. The remaining troubles will be compared according to normal statistical methodologies.
- b. **Location Driven Clustering: Facility Problems:** If a significant proportion (more than 30%) of a CLEC's missed installation orders and resulting delay days were due to an individual location with a significant facility problem, Verizon VT will provide the data demonstrating that the orders were "clustered" in a single facility shortfall. Then, Verizon VT will provide the provisioning performance with that data excluded. Additional location driven clustering may be demonstrated by disaggregating performance into smaller geographic areas.
- c. **Time Driven Clustering: Single Day Events:** If significant proportion (more than 30%) of CLEC activity, provisioning or maintenance, occur on a single day within a month, and that day represents an unusual amount of activity in a single day, Verizon VT will provide the data demonstrating that the activity is on that day. Verizon VT will compare that single day's

performance for the CLEC to Verizon VT's own performance. Then, Verizon will provide data with that day excluded from overall performance to demonstrate "parity."

- d. **CLEC Action:** If performance for any measure is impacted by unusual CLEC behavior, Verizon will bring such behavior to the attention of the CLEC to attempt resolution. Examples of CLEC behavior impacting performance results include order quality, causing excessive missed appointments, incorrect dispatch identification resulting in excessive multiple dispatch and repeat reports, inappropriate X coding on orders where extended due dates are desired, and delays in rescheduling appointments when Verizon has missed an appointment. If such action negatively impacts performance, Verizon will provide appropriate detailed documentation of the events and notify the individual CLEC and the Commission.

2. Documentation:

Verizon VT will provide all details, ensuring protection of customer proprietary information, to the CLEC and Commission. Details include, individual trouble reports, and orders with analysis of Verizon VT and CLEC performance. For cable failures, Verizon VT will provide appropriate documentation detailing all other troubles associated with that cable failure.

3. Timeline for Exceptions Process:

The following is an example illustrating the timeline for the Exception Process.

Action	Date
January Performance Reports	February 28 th
Credits Processed for January Performance	Beginning March 4 th
Verizon Files Exceptions on January Performance	March 18 th
CLEC and other interested parties Files Reply to Verizon Exceptions	April 4 th
Commission Issues Ruling on Exceptions	April 18 th
February Performance Reports	March 28 th
March Performance Reports	April 28 th

APPENDIX E

January 25, 2002

Mode of Entry Bill Credit Mechanism

The following are the steps that will be undertaken to determine whether Bill Credits are due to any CLECs for the MOE categories.

1. For each MOE measure with a “parity” standard: Calculate Z or t score or perform permutation test (for small samples).¹
2. Convert Z, t or permutation equivalent score to performance score pursuant to the following table:

<u>Statistical Score</u>	<u>Performance Score</u>
≤ -1.645	-2
< -0.8225 and > -1.645	-1
> -0.8225	0 ²

3. For each MOE measure with an absolute standard: Determine Performance Score using performance range for the applicable measure. For small sample sizes, the small sample size table for measures with absolute standards is used. (*See Appendix C.*)
4. If the Aggregate Total Performance Score for a MOE is greater than the minimum value allowable for the applicable MOE (*See Minimum and Maximum Bill Credit Tables in Appendix A*), no bill credits are due to the CLECs that received the particular MOE services in that month. If the value is equal to or less than a minimum value, CLECs will be paid Bill

¹ When “no activity occurs” in a metric the performance measure and its weight will be excluded from performance score.

² For report rate measures – regardless of z or t score – if absolute difference is less than 0.1%, the performance score is a 0.

Credits pursuant to the Bill Credit Tables in Appendix A, which will be adjusted to reflect the monthly volumes or units being used by the CLECs.³

5. The MOE Bill Credit Table reflects (1) the range of the aggregate performance scores from the minimum to maximum, (2) the monthly dollars attributable to each score, (3) the aggregate CLEC monthly volumes for the measure, and (4) the corresponding monthly rate what will be paid to each CLEC if Verizon VT's performance is at that particular level. The individual CLEC's Bill Credit will be determined by multiplying the CLEC's monthly units in service by the applicable rate for the Aggregate MOE score.

6. For example, assume the first two steps of the UNE Bill Credit Table were as follows:

Score	Mon. \$	Mon. Vol.	Mon. Rate
-0.30663	\$64,576	10,000	\$6.45
-0.33258	\$71,199	10,000	\$7.11

Using the above Credit Table, if the Aggregate MOE score was -0.3100 and a CLEC had 5,000 UNE lines (at the end of the month), it would entitled to a \$32,250 Bill Credit ($\$6.45 \times 5,000 = \$32,250$).

8. The Domain Clustering Rule

The Mode of Entry measures are classified into four key domains: Pre-Order, Ordering, Provisioning and Maintenance. To ensure that competition is not negatively influenced by poor performance on measures in any one of these domains, a Domain Clustering Rule has been established under this Plan. The rule, which applies only to the UNE, Resale and DSL MOEs,

³ The measurement units for UNEs, Resale and DSL are lines in service. For Interconnection, it is minutes in use.

enables the entire mode of entry performance score to be modified if 75% or more of the total weights for the measures in any of the domains is tripped. For the Pre-Order domain, this percentage is reduced to 66.7%. Under this rule, the lower of the overall MOE score or the Domain score will be used to determine whether any bill credits are due. The domain score will be calculated as follows: First, determine the % of weights tripped, *e.g.*, if a domain contained a number of metrics with a total weight of 80, and 65 of the 80 weights were tripped, the domain percentage would be 81.2%. Since this is greater than 75%, the domain clustering rule will apply. Next, determine the difference between the minimum and maximum performance scores for the MOE in which the domain appeared. For example, the minimum score for the UNE MOE is -0.17129 and the maximum score for the UNE MOE is -0.67000, therefore, the difference is -0.49871. This figure would be multiplied by the 81.2%. This equals -0.40495. This number (-0.40495) would be added to the minimum score and would result in a domain clustering score of -0.57624. If the MOE score were -0.388, the performance score for the MOE would be replaced with the domain clustering score of -0.57624 based on the Domain Clustering Rule.

APPENDIX F

January 25, 2002

Critical Measures Performance Scoring

- A. The following steps would be taken to determine which CLECs would be entitled to Bill Credits pursuant to the Aggregate Rule, *i.e.*, when aggregate CLEC performance falls below standard for a critical measure.

1. Calculate the total dollars available for Bill Credits per critical measure per month.

An increment table will be developed for each critical measure to determine the Bill Credits available for unsatisfactory performance, *i.e.*, at or less than performance scores of -1. The tables will range from 50% of the maximum monthly amount for a -1 performance score to 100% of the monthly maximum amount for a -2 performance score. A sample table appears below for z and t and performance scores where the maximum monthly amount for the measure is \$21,002.

Table F-1-1
Allocation of Dollars for Critical Measures
Measures with Statistical Evaluation Standards

<u>Statistical Score</u>		<u>Performance</u>	<u>Increment</u>	<u>Dollars</u>
<u>From</u>	<u>To</u>	<u>Score</u>		
	> -0.8225	0	0%	\$0
≤ -0.8225	> -0.9048	-1.0	50%	\$10,501
≤ -0.9048	> -0.9870	-1.1	55%	\$11,551
≤ -0.9870	> -1.0693	-1.2	60%	\$12,601
≤ -1.0693	> -1.1515	-1.3	65%	\$13,651
≤ -1.1515	> -1.2338	-1.4	70%	\$14,701
≤ -1.2338	> -1.3160	-1.5	75%	\$15,751
≤ -1.3160	> -1.3983	-1.6	80%	\$16,801
≤ -1.3983	> -1.4805	-1.7	85%	\$17,852
≤ -1.4805	> -1.5628	-1.8	90%	\$18,902
≤ -1.5628	> -1.6450	-1.9	95%	\$19,952
≤ -1.645		-2.0	100%	\$21,002

Table F-1-2
Allocation of Dollars for Critical Measures
Measures with 95% Standards ¹

<u>% Performance</u>		<u>Performance</u>	<u>Increment</u>	<u>Dollars</u>
<u>From</u>	<u>To</u>	<u>Score</u>		
	≥ 95.0	0	0%	\$0
< 95.0	≥ 94.5	-1.0	50%	\$10,501
< 94.5	≥ 94.0	-1.1	55%	\$11,551
< 94.0	≥ 93.5	-1.2	60%	\$12,601
< 93.5	≥ 93.0	-1.3	65%	\$13,651
< 93.0	≥ 92.5	-1.4	70%	\$14,701
< 92.5	≥ 92.0	-1.5	75%	\$15,751
< 92.0	≥ 91.5	-1.6	80%	\$16,801
< 91.5	≥ 91.0	-1.7	85%	\$17,852
< 91.0	≥ 90.5	-1.8	90%	\$18,902
< 90.5	≥ 90.0	-1.9	95%	\$19,952
< 90.0		-2.0	100%	\$21,002

- 2. The aggregate performance score would be used to determine the amount of Bill Credits available for CLECs who received unsatisfactory performance.**

Pursuant to table F-1-1, \$10,501 would be available if the aggregate z-score equaled -0.823 and the performance score equaled -1²

- 3. Determine which CLECs qualify for the market adjustment.**

For measures where the statistical score is used, the cutoff point for qualification is Verizon VT's score on the critical measure +/- one sampling error (based upon the Verizon VT sampling error). Each CLEC's performance is compared to the cutoff point. Performance equal to or less than the cutoff qualifies for Bill Credits. For example, if Verizon VT's performance was .13 and the sampling error was .03, all CLECs with scores equal to or greater than .16 would qualify.

¹ For Performance Measures with other % standards, the range of performance will be similarly distributed in 10 even increments.

² When calculating a market adjustment for metrics that use absolute standards (generally a 95% standard) all CLECs at the -1 level or less would qualify. The calculation of the dollars is similar to the z-score method.

4. Calculate the individual market adjustments for qualified CLECs.

- a. Determine each CLEC's allocated weight. Multiply the CLEC's score on the measure by the volume of its service to be credited.
- b. Determine each CLEC's weighted share. Aggregate the amounts from step "a" and divide each CLEC's share by this total to determine each CLEC's weighted share.
- c. Determine each CLEC's dollar share. Multiply the CLEC's weighted share by the total amount available for market adjustment.

B. The following steps will be taken to determine whether any CLECs would be entitled to Bill Credits pursuant to the Individual Rule, i.e., for CLECs who receive a performance score ≤ -1 for two consecutive months:

1. Determine if any CLECs qualify for Bill Credit Adjustment. CLECs qualify for a Bill Credit if they received a final score equal to or less than $-.8225$ for z and t scores or equal to or less than -1 for absolute scores on any of the measures included in the critical measurements for the applicable month.
2. Determine each CLEC's Bill Credit Adjustment base. The CLEC's individual z or t or performance score is used as a starting point to determine the monthly amount available for bill credits to that CLEC.
3. Calculate Bill Credit Adjustment to apply to the CLECs impacted. The monthly dollars available to the CLEC are converted to a rate assuming that $1/3$ of the market would receive a Z or t-score of $-.8225$ or less or a performance score of -1 or less. This rate is multiplied by the CLEC's volume (e.g., lines in services) to determine the amount to be credit to the CLEC for that critical measure.

APPENDIX G

January 25, 2002

APPENDIX H

January 25, 2002

Special Provisions

UNE Ordering Performance Measures:

Verizon VT will provide an additional \$94,167 in monthly bill credits for UNE Order Confirmation Performance based on four POTS metrics included in the MOE category. If on-time performance falls below 90% for any month, a credit of \$23,542 for each metric missing the standard will be distributed like the bill credits under Critical Measures. Funding for these credits will be taken from funds that are unused in 6 previous months or from the current month. No new funds are available. The metrics and standards are as follows:

Metric #	POTS Electronically Submitted	Threshold
OR-1-04	% On Time LSRC < 10 Lines	< 90%
OR-1-06	% On Time LSRC ≥ 10 Lines	< 90%
OR-2-04	% On Time Reject < 10 Lines	< 90%
OR-2-06	% On Time Reject ≥ 10 Lines	< 90%

Flow Through:

An additional \$470,000 per year is available for flow through performance. Two performance measures for UNE from the Carrier to Carrier Performance Guidelines will be used to measure performance with the performance scores set forth below.

Metric #		Threshold
OR-5-01	% Flow Through – Total – UNE	≥ 70%
OR-5-03	% Flow Through – Achieved – UNE	≥ 90%

For each measure, the UNE scores will be combined and reviewed on a quarterly basis. If the combined score meets either target, no additional credits are due. If the combined score meets neither metric target for that quarter, then \$117,500 will be credited to all CLECs purchasing UNEs based on the number of lines in service. Lines in service will equal: UNE-P, UNE Loops, IOF, and EEL Loops.

Performance will be measured for the first time under this measure upon Verizon VT's entry into the InterLATA market. The prior three months will be examined to determine if bill credits are due.

The following table demonstrates the calculation of quarterly flow through performance:

Quarterly Flow Through Performance:

	Month 1	Month 2	Month 3	Quarter Total
Total Orders that Flow Through UNE	15000	18000	14000	47000
Total Orders Processed UNE	25000	21000	22000	68000
Total % Flow Through - UNE for Quarter:				69.1%
Total Orders that Flow Through UNE	15000	18000	16000	49000
Total Orders Designed to Flow Through: UNE	18000	19000	18000	55000
Total % Achieved Flow Through – UNE for Quarter:				89.1%

In this example, neither metric met the performance threshold, therefore, \$117,500 would have been credited to all CLECs purchasing UNEs.

Additional Hot Cut Loop Performance Measures:

An additional \$1.13 million per year is available for Hot Cut Loop performance. This measure will be composed of two performance metrics: PR-9-01– “% On-Time Hot Cut Loop” and PR-6-02 – “% Installation Troubles within 7 Days – Hot Cut Loop.”¹ If either one of these thresholds is missed, additional bill credits will be distributed to the CLECs.

¹ These two measures are also included in the Critical Measurements method, and additional bill credits may be due if Verizon VT does not satisfy that Critical Measure.

This measure has two tiers of performance standards. Tier I will be applied to a two month scenario, and Tier II will be applied to a one month scenario. The Tier I threshold is measured based on two consecutive months of performance, while the Tier II threshold is measured based on an individual month's performance. The performance thresholds are contained in the table below:

Metric #		Tier I Threshold	Tier II
PR-9-01	% On Time Hot Cut Loop ²	< 90%	< 85%
PR-6-02	% Installation Troubles within 7 Days – Hot Cut Loop	≥ 3.00%	≥ 4.00%

Under Tier I, if Verizon VT does not satisfy the above standards for two consecutive months, it will distribute \$47,083 to the affected CLECs. Under Tier II, if Verizon VT does not satisfy the above standards for a single month, it will distribute \$94,167 to the affected CLECs. Below is an example of how this measure would work.

Example:

Metric #		Performance For Month 1	Performance for Month 2	Performance for Month 3	Performance for Month 4
PR-4-06	% On Time Hot Cut Loop	84%	91%	91%	91%
PR-6-01	% Installation Troubles within 7 Days – Hot Cut Loop	2%	3.5%	2%	3.5%
	Credit for the Month	\$94,167	\$47,083	\$0	\$0

In month 1, Verizon VT did not satisfy the more stringent requirements of Tier II and \$94,167 in bill credits would be due.

In month 2, Verizon VT satisfied the performance standard under Tier II, but not the less severe standard under Tier I. Bill credits would be due, however, because Verizon VT failed to meet the Tier I standard two months in a row. (Month 1 counts against Verizon VT.)

In month 3 both the Tier I and II standards were met, Verizon VT would owe nothing.

In month 4, the Tier I performance standard was not met, but no bill credits would be due since Tier I requires Verizon VT to fail these performance standards two months in a row. Verizon VT service in month 3 was satisfactory. Month 5 would determine whether bill credits would be due under either Tier I or Tier II.

ELECTRONIC DATA INTERFACE MEASURES

This Special Provision includes three measures to ensure that the Electronic Data Interface between Verizon VT's operational support systems and the CLEC systems operate in a non-discriminatory fashion. An additional \$0.850 million per annum in bill credits is available for these three measures.

A. % Missing Notifier Trouble Ticket PONS cleared within 3 Business Days

Verizon VT will provide an addition \$47,222 in bill credits each month for a new measure “% Missing Notifier Trouble Ticket PONS Cleared Within 3 Business Days.” If performance falls below 90% for any month on this measure, **or** more than 5% of the orders resubmitted by CLECs related to trouble tickets at Verizon VT's request are rejected as duplicates, a credit of \$47,222 will be allocated to all CLECs using the EDI interface based on the number of lines in service. Lines in service will equal: UNE-P, UNE Loops, IOF, EEL Loops and Resold Lines. Copies of the measures not contained in the Carrier to Carrier Guidelines (2/15/01 version) are attached. The measures and standards are as follows:

Measure #		Threshold
PO-9-01	% Missing Notifier Trouble Ticket PONS Cleared within 3 Bus. Days	< 90%
OR-3-02	% Resubmission Rejection	> 5%

² % On Time – Hot Cut Loop performance will be adjusted such that any missed appointment for customer reasons – due to late FOC will be counted as a miss.

B. % SOP To Bill Completion Notice Sent Within 3 Business Days

Verizon VT will provide an additional \$23,611 in bill credits each month for a new measure

“% SOP to Bill Completion Notice Sent Within 3 Business Days.” A copy of the measure is attached.

If performance falls below 90% for any month, the bill credits will be allocated to all CLECs using the EDI interface based on the number of lines in service as defined above. The metric and standard is are follows:

Measure #		Threshold
OR-4-09	% SOP to Bill Completion Within 3 Business Days	< 90%

Function:		
PO-9 Timeliness of Trouble Ticket Resolution		
Definition:		
The percent of EDI missing notifier trouble ticket PONS cleared within 3 business days from the day of receipt of the trouble ticket. The elapsed time begins with receipt at the Verizon Systems Support Help Desk of a trouble ticket for EDI missing notifiers (i.e., order acknowledgement, order confirmation, order rejection, work completion, and billing completion notices) with the PONS in questions enumerated with the appropriate identification. The ticket is considered cleared when Verizon has either requested the CLEC to resubmit the PON or communicated the current status of the PON and provided the delayed status notifier to the CLEC. Tickets received after 5 PM and trouble ticket clearances sent after 5PM will be considered effective on the following business day. Performance will be based on the time that the trouble ticket is received.		
Exclusions:		
<ul style="list-style-type: none">• The PONs shall be considered to be timely cleared if Verizon provides the status notifier after 3 business days at the request of the CLEC or because of CLEC system capacity or availability may cause VZ to miss the 3 day target.• Out of sequence notifiers. This type of ticket indicates that the CLEC has received one or more notifiers for a PON but not in the sequence expected.		
Performance Standard:		
90% threshold for Special Provisions		
Report Dimensions:		
Company: <ul style="list-style-type: none">• CLEC aggregate		Geography: <ul style="list-style-type: none">• State
Products	<ul style="list-style-type: none">• EDI Notifier Trouble Tickets	
Sub-Metrics		
PO-9-01	% Missing Notifier Trouble Ticket PONS Cleared within 3 Bus. Days	
Calculation	Numerator	Denominator
	Number of EDI missing notifier trouble ticket PONS in denominator cleared within 3 business days after receipt.	Total number of EDI missing notifier trouble ticket PONS submitted.

Function:		
OR-4 Timeliness of Completion Notification		
Definition:		
<u>Resale & UNE combined:</u> <u>Completion Notification Response Time:</u> The elapsed time between the actual order completion in the Service Order System (SOP) and the distribution of the billing completion notification. If multiple orders have been generated from a single CLEC/Reseller request, the measure is taken between completion of the last order associated with the request and the distribution of the completion notification.		
Exclusions:		
<ul style="list-style-type: none"> • VZ Test Orders • When the order completion time in the billing system cannot be determined, the order is excluded from the measurements, and the percentage of orders so excluded is reported each month. • From OR-4-09; Complex Resale Orders 		
Performance Standard:		
OR-4-09: 90% threshold for Special Provision.		
Report Dimensions OR-4 Completion Notification		
Company: <ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific 		Geography: <ul style="list-style-type: none"> • State
Sub-Metrics		
OR-4-09	% SOP to Bill Completion Within 3 Business Days	
Products	<ul style="list-style-type: none"> • EDI Orders 	
Calculation	Numerator	Denominator
	Total number orders in denominator for which billing completion notices (BCN) are time-stamped in DCAS within 3 business days of SOP completion.	Number of SOP Completed Orders during the report period.

BILLING CLAIMS MEASURES

This Special Provision includes two measures to ensure that billing claims are acknowledged and resolved in a timely manner. An additional \$100,000 per annum in bill credits is available for these two measures.

Verizon VT will provide an additional \$8,333 in bill credits each month for the two billing claims measures, “% CLEC Billing Claims acknowledged within 2 business days” and “% CLEC Billing Claims resolved within 28 calendar days after acknowledgement”. If performance falls below 95% for any month on either of these two measures, a credit of \$8,333 will be allocated to all CLECs

with activity on these metrics based on the number of lines in service. Lines in service will equal:

UNE-P, UNE Loops, IOF, EEL Loops and Resold Lines. The measures and standards are as follows:

Measure #		Threshold
BI-3-04	% CLEC Billing Claims acknowledged within 2 business days	< 95%
BI-3-05	% CLEC Billing Claims resolved within 28 calendar days after acknowledgement	< 95%

APPENDIX I